GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:449
ANSWERED ON:28.02.2008
PENALTY ON DELAY CANCELLATION OF FLIGHTS
Mandal Shri Sanat Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is considering to bring out a new policy that provides for penalizing airlines for any harassment to passenger when flights get cancelled or delayed;

(b) if so, the details thereof;

(c) whether the Government i s aware that some of the airlines were not complying with the norms of International Air Transport Association;

(d) if so, the details thereof; and

(e) the action taken by the Government in this regard.

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a) and (b): There is no proposal at present to lay down any policy to penalise airlines as the Government does not intend to regulate commercial aspects of airlines. However,airlines have been advised to publish on their website the details of facilities offered by each airline so that passengers are aware of them.

(c) to (e): International Air Transport Association (IATA) is an association of airlines and IATA norms are applicable to member airlines.